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Final Report

Bosnia and Herzegovina: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation final report	Operation n° MDRBA013
Date of Issue: 1 August 2022	Glide number: FF-2021-000189-BIH
Operation start date: 22 November 2021	Operation end date: 31 March 2022
Host National Society: Red Cross Society of Bosnia and Herzegovina (RCSBH)	Operation budget: CHF 112,812
Number of people affected: 250,000 remaining without water, with 3,663 affected more severely and in need	Number of people assisted: 2,627 people (in 800 households)
Red Cross Red Crescent Movement partners currently actively involved in the operation: Croatian Red Cross, German Red Cross, Red Cross of the Republic of North Macedonia, Red Cross of Montenegro, Slovenian Red Cross, Turkish Red Crescent	
Other partner organizations actively involved in the operation: Civil Protection Agency of the Federation of Bosnia and Herzegovina (BiH), Civil Protection Agency of the Republic of Srpska, Municipal Authorities	

A. SITUATION ANALYSIS

Description of the disaster

During the night of 5 November 2021, there were 18 municipalities hit by flash floods caused by intensive rainfall in central, eastern and southern parts of both entities of Bosnia and Herzegovina, in the Federation of Bosnia and Herzegovina and in the Republic of Srpska. Rivers Zeljeznica, Miljacka, Bosna and Neretva, together with smaller rivers which flow into them, flooded the area, causing damages and prompting evacuations. The affected municipalities were: Ilidza, Trnovo, East Ilidza, Trnovo (FBiH), Stari Grad, Konjic, Jablanica, Novi Grad, Kiseljak, Gorazde, Pale (FBiH), Pale, Foca, Sokolac, Gacko, Foca (FBiH) and Novo Sarajevo. Another 5 municipalities were less affected. Landslides were recorded in different areas around the country. Wider area of Sarajevo remained without drinking water for up to three days, making the total number of affected people around 250,000.

In **Ilidza**, evacuation was needed at a care home for older people, where over 58 people were evacuated to a fire station as a temporary solution. Livestock was evacuated as well, where possible. The total number of people who remained in need for humanitarian assistance was 3,663. After the first night, they all decided to stay with family and friends, even though accommodation was offered by the Red Cross and authorities. Lower floors of an additional care home for older people were flooded, prompting evacuation of the residents to the upper floors. 55 residents of the care eventually needed to be accommodated, since accommodation in the affected facility was no longer possible. Since then, residents were re-allocated to other care homes or family members. Residents were in need of Mental Health and Psychosocial Support (MHPSS). 106 housing buildings were flooded or damaged. The immediate actions to mitigate risks, made in coordination with different actors had given successful results and no further damages were made. A total of 192 HHs were directly affected.

In **Novi Grad**, 80 people were evacuated from housing and industrial objects. 22 housing buildings were damaged. The only company that produces medical oxygen in the country, located in this municipality and their facility was in danger with the rising waters, prompting evacuation of parts of equipment and staff to a different location. After the initial flooding on the second day, water levels had been decreasing. A total number of directly affected HHs was 71.

In Municipality **Trnovo** (FBiH), 20 housing buildings were damaged, together with many roads. In Vogošća municipality, 20 housing objects were damaged. In Trnovo, 118 housing buildings were damaged. The livelihoods of people were

damaged or destroyed, since the agricultural land was flooded, and more than 100 livestock drowned during the flooding of the river Zeljeznica. During the weekend of 6-7 November 2021, flooding brought much material with the water, which decreased the capacity of the riverbed to take additional quantities of water, increasing the risk of further damages. Eventually, the situation resolved with minimum additional damages. In the immediate aftermath of the rainfall, landslides started which initiated further damage to housing objects.

In **Konjic**, 20 residences of a Hotovlje local community were evacuated to the local mosque, and there were no available roads to approach them. This blockage was caused by heavy landslides, which started as a result of the rainfall. Civil protection teams were working on the field to find a solution trying to fix the connecting roads, while going on foot to provide assistance to the population. A power generator was delivered to the village, so the residents had electricity until the road was fixed. Most of the affected population consisted of older and exhausted people. Many housing objects around the municipality were damaged by flooding, and another 5 housing objects were damaged by landslides.

In **Jablanica, Gacko and Foca**, landslides started as a result of rainfall, affecting a total of 19 households directly. Damages to livelihoods were recorded in Pale municipality, due to landslides and flash floods. A total of 180 HHs were directly affected. In Sokolac, the storm weather created damages to 6 HHs. In the municipality of Stari Grad in Sarajevo, there was no drinking water for two days straight, while electricity blackouts were recorded in several municipalities.

In other municipalities, damages on the infrastructure were recorded.

In most areas, population and authorities were calling for support in the form of equipment for cleaning the housing objects. The HQ of the Red Cross Society of BiH suffered damage from the intensive rainfall. The damage was amplified since the incident happened. The HQ's space was not available for work until renovation works were finalized by mid-January 2022. The Red Cross of Federation of BiH HQ (*one of the entities of the Red Cross of Bosnia and Herzegovina*) stayed without electricity, forcing the Disaster Management team to work at an alternative location. On 5 November, the state of emergency had been declared in Republic of Srpska and in municipalities of Ilidza, Novi Grad, Konjic, Zivinice, Vogosca, Trnovo (FBiH) in Federation of BiH.

Summary of response

Overview of Host National Society

Three days before the disaster, IFRC sent a European Flood Awareness System (EFAS) notification of possible floods to the NS. Through the Emergency Operations Center (EOC) network, the National Society (NS) HQ disseminated information to the entity organizations, enabling preparation activities. This resulted in a rapid response, where NS teams were on the ground in a short period of time after the disaster, to provide emergency support for the population.

In the aftermath of the disaster, the Red Cross activated KoBo forms (online data collection forms) for local branches to send information on the response to enable information flow about the needs and resources available. Information sharing was possible due to existing capacities of EOCs.

Red Cross teams responded by providing **food and water** to the evacuated and affected population during the first response. Food was distributed in the form of **lunch packs** to both the population and the first responders. Where applicable, **hot meals** were also distributed. **Food parcels** were distributed to the affected population during the rapid response, but also in the aftermath of the disaster. Red Cross used its own resources, together with the support of the Turkish Red Crescent. A total of 380 food parcels and 10,000 bottles of water were distributed.

Another key activity was the distribution of **essential household items** to the affected population and first responders. Those essential household items include blankets, rubber boots and raincoats, where Red Cross used its own stock where possible, along with emergency procurements where



Assessment/registration visit to an affected household in Trnovo municipality

the needs exceeded the stocks. This activity depleted the NS's stock. In total, 250 pairs of rubber boots, 330 blankets and 70 raincoats were distributed to the population.

As a mitigation measure, riverbanks were re-enforced with sandbags during the initial response, which mitigated risks of further damage. Part of the bags was provided by the **Red Cross via emergency procurements and its own stock**. A total of **10,000 bags** were provided.

After the water levels started decreasing, the mud remained in housing buildings and around them. The Red Cross distributed **hygiene parcels** to the population, in cooperation with civil protection. A total of **220 hygiene parcels** were distributed.

In **Konjic** municipality, the village Hotovlje was supported by the Red Cross of FBiH team, which reached the village on foot using forest roads. They provided **food and basic household items** to all residences. Since most of the population are older people and in need of medical therapy, which they missed for several days because it was not possible for medical staff to approach them, **medicines were provided** by the Red Cross **in communication with the doctors**, both from the health center and from the Red Cross. After the civil protection teams managed to re-connect the village to the rest of the municipality, health staff continued providing the therapy, which meant that there was no need for further intervention.

MHPSS was conducted by trained staff of the Red Cross in care home for older people in **Ilidza** that was hit by the floods. Standardized services in MHPSS (Mental Health and Psychosocial Support) were activated with a total of 72 MHPSS services provided.

Red Cross teams were already on the ground providing **cleaning** support to the affected population since the beginning of the operation on 6 November, by using a limited amount of available small equipment (e.g. shovels, trolleys, buckets). Since there was no established capacity in this area, improvised solutions were made, where there is a need to procure additional equipment.

Baseline survey, registration, household visits

The RCSBH completed a **baseline survey of affected people for financial support through Cash and Voucher Assistance** through the DREF operation using the Call center of the RCSBiH structure.

On 20 December 2021 and 23 December 2021, household visits were carried out on a sample of the household pre-registered via the call centre. The verification/validation visits were in accordance with the request by the donor (IFRC) in order to **verify household data** planned for financial support through Cash and Voucher Assistance that were submitted earlier through the Municipal Red Cross organizations in cooperation with local authorities for the total of 150 households, with a total of 505 people targeted with the amount of 500,00 BAM per HH.

The visits were carried out to the households in Bosnia and Herzegovina that suffered damage in the November floods, as follows:

On 20 December 2021 an assessment/registration visit was carried out to the households in Eastern Ilidza and Trnovo Municipalities (Republic of Srpska). By random selection, the visit was organized for a total of eight households (four in Eastern Ilidza and four in Trnovo) that were on the list of people to be assisted with cash support from DREF. In Eastern Ilidza Municipality, the RCSBH Project Manager and Red Cross of the Republic of Srpska DM Coordinator, together with the Secretary of City Red Cross Eastern Sarajevo, Secretary of Municipal Red Cross Organization Eastern Ilidza and four volunteers visited four households affected by floods. In Trnovo Municipality, the the RCSBiH Project Manager and Red Cross of the Republic of Srpska DM Coordinator, together with the Secretary of Municipal Red Cross Organization Trnovo and two volunteers visited four households affected by floods.

On 23 December 2021 assessment/registration visit was carried out to the households in Novi Grad Sarajevo Municipality (FBiH). By random selection, the visit was organized for a total of nine households that were on the list of people targeted with cash support from DREF. The RCSBH Project Manager, together two volunteers from the Municipal Red Cross Organization Novi Grad Sarajevo visited eight households affected by floods.

During both household visits, the selection criteria was explained (flooded housing or livelihoods, socially vulnerable household, persons with disabilities, families of 5+ members...).

Further activities

A Restoring Family Links (RFL) assessment was done for all the areas with evacuated population, using the standardized templates. There was no need for RFL services to be provided in this emergency.

All activities were implemented with COVID-19 considerations and recommendations from the authorities were fully implemented by the staff and volunteers both on the ground and in coordination.

A total of 1,000 liters of disinfectant was distributed, as well as 250 COVID-19 prevention parcels.

Overview of Red Cross Red Crescent Movement in country

IFRC Sarajevo office was in touch with the NS focal points over coordination and damage assessment results. Development of the plan of action was supported by the staff of IFRC, together with the needs assessment. Coordination of the operation is done with the support of the Operations Coordinator in the country.

RCSBH organized a coordination meeting with all the interested Participating National Societies to provide information and the opportunity for the PNSs to ask questions on specific needs on the ground. The organization of the meeting was also supported by the [Neighbors Help First initiative](#), which focuses on regional support through the neighbouring National Societies.

- **Swiss Red Cross** offered support to the NS assisting vulnerable population after the initial response in the form of cash and voucher assistance (CVA) form where appropriate.
- **Croatian Red Cross** and **Slovenian Red Cross** provided cash assistance to the NS.
- **German Red Cross** and **Qatar Red Crescent** offered support to the NS.
- **Red Cross of Montenegro** provided in-kind support with basic household items and food parcels, to be used for renewing of the NSs contingency stock.
- **Turkish Red Crescent** provided immediate support to the operation of the Red Cross on the ground, and to the affected population. The support provided was in the form of food and hygiene parcels, all of which was distributed to the population. That aid was used for renewing of the NS's contingency stock that was depleted.

These donations significantly supported the replenishment of Disaster Management stock that was used in the emergency.

Overview of non-RCRC actors in country

According to the relevant laws on disaster risk reduction, Civil Protection Agencies (CPA) are in charge of response efforts during emergencies and natural hazards. The Federal Civil Protection Agency and Republic of Srpska Civil Protection Agency provided coordination among all actors and supported the operation with operational capacities. Civil protection, together with the police and NGO actors in Sarajevo provided evacuations. In all the locations that have damaged infrastructure, Civil Protection is using heavy machines to enable the recovery. Additionally, the support of the Armed Forces of BiH was requested, even though it is yet to be approved.

Water pumping and cleaning efforts are done using the capacities of the Civil Protection Agency.

The assessment teams of municipalities and CPAs are on the ground, establishing the exact damages in housing and livelihoods.

Coca Cola provided support of 10,000 bottles of water, which were distributed to the population.

Needs analysis and scenario planning

RCSBH addressed the immediate needs of the most affected people in 18 municipalities (Ilidza, Trnovo, East Ilidza, Trnovo (FBiH), Stari Grad, Konjic, Jablanica, Novi Grad, Kiseljak, Goražde, Pale (FBiH), Pale, Foča, Sokolac, Gacko, Foča (FBiH) and Novo Sarajevo) in the first 48-96 hours of the disaster.

The assessment conducted by the local Red Cross branches and local emergency HQ identified the following needs of the affected population:

- The nutrition needs of those who have been evacuated, as well of those whose houses were damaged. (These needs were covered by RCSBH during the rapid response).
- The nutrition needs of first responders, during their time in operation (These needs were covered by RCSBH during the rapid response).
- Distribution of household cleaning sets for households that are the most affected by the flood.
- Provision of emergency relief to affected households so their return is quicker, by the engagement of volunteers of the Red Cross.
- Distribution of hygiene parcels and basic household items (covered by RCSBH during the rapid response).
- Distribution of disinfection liquid that will protect flood-affected households from potential infection of COVID-19.
- Assistance for people in settlements that were isolated by providing the medicines, until the health services are re-established (These needs were covered by RCSBH during the rapid response).
- Water tanks and mud pumps need to be placed in the closest locations of the peoples' houses to support urgent water needs until the public water system is restored.
- Cash assistance to be provided to the most affected families, in order to support the restoration of shelter, livelihoods and basic needs.
- Short-term need for providing medicine to the cut-off village in Konjic municipality, until health services were re-established.
- At the time of the disaster, many households were working on their land, as agriculture is one of the main sources for their basic food needs. As agricultural land was destroyed by the flooding, there was a need to support most flood affected people with family food parcels.

The primary focus of the operation is to meet the immediate needs of affected people. However, planning has already started to also support their path to recovery, involving activities in the areas of water and sanitation, hygiene promotion and shelter.

RCSBH has depleted its stocks, and needed replenishment of the following items (minimum amount to ensure continuous support in following months):

- food parcels (according to tables below) – food parcels for 130 households,
- hygiene parcels (according to the table below) – hygiene parcels for 70 HHs,
- Medicines according to provided list,
- Disinfection 1,000 liters.

Stock distributed in blankets, rubber boots, raincoats and canned food was replenished from in-kind donations described above.

There was a high risk of contagion with COVID-19, with the number of daily COVID-19 infections rising. In combination with flood response activities, there was a higher possibility for contacts between flood affected population, hosting families, and those supporting the response operations (firefighters, civil protection members, army, volunteers, other personnel). Mitigation measures were defined by the State (social distancing, wearing masks, washing hands, constraints related to the number of people that should be in closed and open space). There was a need to disseminate information on risks related to COVID-19 infection and implement prevention and protection measures by flood-affected people and those supporting the response operations.

Risk Analysis

At the time of response activities, some areas of the affected municipalities were still having damaged infrastructure and roads blocked. These circumstances created operational risks, which could have had an impact on relief and other assistance efforts. In some areas, authorities issued warnings about the risk of quality of drinking water. Falling temperatures increased the risk of epidemics and spread of COVID-19 infection.

In order to mitigate these risks, protection equipment (boots and raincoats) and cleaning sets and hygiene parcels have been sent to affected municipalities. In order to support protection of household members, staff and volunteers from COVID-19 infection, a protocol was in place related to social distance, wearing masks, disinfection of equipment, washing hands and disinfectant (70% alcohol) will be distributed, as well as COVID-19 prevention parcels.

B. OPERATIONAL STRATEGY

Overall Objective

The overall objective of the operation was to alleviate the consequences of the disaster by supporting the immediate needs of most affected socially vulnerable people: women-headed households and children, Roma people in substandard settlements and people with disabilities in 18 municipalities in Bosnia and Herzegovina whose houses and property were heavily damaged by flash floods. Some of the affected households were returnees to their prewar homes, mainly older people, and it was even harder for them to cope with very difficult situation, therefore the RCSBH was supporting them to clean and dry the humidity at their damaged houses in winter conditions. The RCSBH also supported their path to recovery, involving activities in the areas of water and sanitation, hygiene promotion and shelter.

Implemented strategy

RCSBH addressed the immediate needs of **2,627 most affected people** (a total of 800 households, out of which, 412 households were the most vulnerable), in 18 municipalities (Ilidza, Trnovo, East Ilidza, Trnovo (FBiH), Stari Grad, Konjic, Jablanica, Novi Grad, Kiseljak, Gorazde, Pale (FBiH), Pale, Foca, Sokolac, Gacko, Foca (FBiH) and Novo Sarajevo) in the first 48-96 hours of the disaster.

In the aftermath of the disaster, the Red Cross activated KoBo forms for local branches to send information on the response to enable information flow about the needs and resources available. Information sharing was possible due to existing capacities of EOCs. Red Cross teams responded by providing food and water to the evacuated and affected population during the first response. Food was distributed in the form of lunch packs to both the population and the first responders. Where applicable, hot meals were also distributed. Food parcels were distributed to the affected population during the rapid response, but also in the aftermath of the disaster. Red Cross used its own resources, together with the support of the Turkish Red Crescent and other partners. A total of 380 food parcels and 10,000 bottles of water were distributed.

Another key activity was the distribution of essential household items to the affected population and first responders. Those essential household items include blankets, rubber boots and raincoats, where Red Cross used its own stock where possible, along with emergency procurements where the needs were bigger than stocks. This activity depleted the NS's stock. In total, 250 pairs of rubber boots, 330 blankets and 70 raincoats were distributed to the population. As a mitigation measure, riverbanks were re-enforced during the first response, where bags with sand were set up. This in turn mitigated risks from further damage. Part of the bags was provided by the Red Cross via emergency procurements and its own stock. A total of 10,000 bags were provided.

Based on the assessment conducted by the local Red Cross branches and local emergency HQs the National Society responded to all of the above listed needs of the affected population.

The RCSBiH conducted procurement procedures for all the items purchased and the items were distributed through the Entity RC Organizations.

At the beginning of the reporting period, the RCSBiH completed a baseline survey of the beneficiaries for financial support through Cash and Voucher Assistance through the DREF operation using the Call center of the RCSBiH structure. On 20 December 2021 and 23 December 2021, validation visits were carried out to the households in Bosnia and Herzegovina that suffered damage in the November floods (see details above).

Post-distribution monitoring was completed for the cash-distribution activities to verify the relevance and adequacy of the support, as well as to identify potential gaps and challenges (see *Livelihoods section below*).

In order to mitigate the risks of disasters in the future and to support cleaning efforts, protection equipment (boots and raincoats) and cleaning sets and were sent to affected municipalities. In order to support protection of household members, staff and volunteers from COVID-19 infection, a protocol related to social distance, wearing masks, disinfection of equipment, washing hands and disinfectant (70% alcohol) was distributed, as well as COVID-19 prevention parcels, with 500 parcels being distributed to the population.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 802

Male: 433

Female: 369

Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions

Indicators:	Target	Actual
# of people reached with safe and adequate shelter and settlement assistance	TBC	802

Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.

Indicators:	Target	Actual
# of people provided with cleaning materials and/or tools to clean and disinfect their houses	802	802

Narrative description of achievements

Based on the assessment and available data, the proposed operation supported the immediate needs of 2,627 people (412 households which were the most vulnerable), in 18 most affected municipalities (Ilidza, Trnovo, East Ilidza, Trnovo (FBiH), Stari Grad, Konjic, Jablanica, Novi Grad, Kiseljak, Gorazde, Pale (FBiH), Pale, Foca, Sokolac, Gacko, Foca (FBiH) and Novo Sarajevo). Most affected households were in need of support to clean and dry the humidity at their damaged house (small tools, disinfection). Of the total number of people targeted by the response, 802 people have received household items as per the below tables.

Prioritization of most at risk groups was done, who had been identified based on their level of vulnerability in coping with disasters, such as older people, women-headed households and children, Roma people in substandard settlements and people with disabilities, all of which had their houses or livelihoods damaged.

The list of people that RCSBH supported during the course of the operation was prepared by RC in cooperation with the Emergency Headquarters of the affected municipalities. The lists were cross-shared in the local coordination meetings of the Emergency HQs. The RCSBiH conducted procurement procedures and all the items were distributed through the Entity Red Cross Organizations. Pre-monitoring, Post-distribution monitoring including satisfaction metrics were implemented.

Name	Quantity
Construction trolley	200
Shovel flat	200
Sprayer with pump	200
Raincoat XXL	200
Rubber boots	200

Name	Quantity
Chlorine-based disinfectant	2,000
Alcohol-based disinfectant	500

Challenges

There was a high risk of contagion with Sars-Cov-2 virus with the highest numbers of affected people since the beginning of pandemic in BiH.

In combination with flood response activities, there was a higher possibility for contacts between flood affected people, hosting families, and the RCSBiH volunteers and staff. Mitigation measures were defined by the State (social distancing, wearing masks, washing hands, constraints related to number of people that should be in closed and open space).

Lessons Learned

The RCSBiH needed to disseminate information on risks related to COVID-19 infection and implemented prevention and protection measures by flood affected people and the volunteers and staff supporting the response operation.



Livelihoods and basic needs

People reached: 962

Male: 492

Female: 470

Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
% of people who received emergency food items report that their basic needs were met	80%	N/A

Output 1.1: Households are provided with unconditional/multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
# of targeted HHs reached with multipurpose cash grants	150	150

Narrative description of achievements

The following food items were procured, to restock previously distributed items:

- 110 packages for the affected people in the Republic of Srpska entity

Number	Name	Quantity	(Quantity 110 packages)
1	Sugar 1kg	3	330
2	Corn wheat 800g	1	110
3	Salt 1kg	1	110
4	Spice 250g	1	110
5	Rice 800g	1	110
6	Jam 700g	1	110
7	Beef goulash 200g	3	330
8	Yeast for baking	1	110
9	Sunflower Oil 1 l	3	330
10	Paste 400g	2	220
11	Wheat 1 kg	5	550
12	Canned meat — beef	2	220
13	Chicken soup	4	440
14	Sardine	2	220
15	Cardboard box	1	110

- 20 packages for the affected people in the Federation of BiH entity

Number	Name	Quantity	(Quantity 20 packages)
1	Salt 1kg	1	20
2	Rice 800g	2	40

3	Wheat 10kg	1	20
4	Chicken pate 95g	2	40
5	Sugar 1 kg	3	60
6	Sunflower oil I I	3	60
7	Paste 400g	2	40
8	Yeast for baking	1	20
9	Spaghetti 400g	2	40
10	Spice 250g	1	20
11	Chicken soup	3	60
12	Sardine	2	40
13	Concentrated tomato	1	20
14	Cardboard box	1	20

Household visits were carried out in accordance with the request by the donor (IFRC) in order to verify household's data planned for financial support through Cash and Voucher Assistance that were submitted earlier through the Municipal Red Cross organizations in cooperation with local authorities for the total of 150 households with a total of 505 beneficiaries to the amount of 500,00 BAM.

The damage to some households was much greater, but this type of support through DREF had contributed to improving the living conditions of flooded people when it comes to repairing the damage of housing objects and meeting their basic needs. The value of CHF 270 has been defined based on previous experience in cash assistance during the operations in 2018, 2019, 2020 and 2021. Approximately 50% repair / 50% livelihoods or basic needs.

When selecting people for cash assistance, priority was given to households where buildings were most damaged, livelihoods damaged, economic criteria, single parents HHs, people with multiple children and people with disabilities and to:

- HHs evacuated and hosted by relatives or friends, and also to those hosting them.
- Economically disadvantaged HHs.
- HHs with women as breadwinners (including widows), older couples, young couples with small children, with disabilities and chronically sick members.
- HHs with significant damages to their livelihoods.
- HHs with multiple children.
- HHs who are not recipients of any substantial assistance, by government, NGOs and other organizations.

Post-distribution monitoring:

- *PDM was implemented in the last week of the project, giving enough time for people who received assistance to use it, using the Red Cross Call Center. All answers were anonymous.*
- *The share of the HHs that were part of PDM was 19.3% randomly selected HHs*
- *51% of HH members that took part in the survey were female, while 49% were male*
- *88% of surveyed HHs had damages on their homes as an impact of the floods, 30% had damaged utility infrastructure, 75% had damaged livelihoods, and 28% had damaged vehicles.*
- *On a scale from 1 to 5, (1 being the smallest impact, 5 being the biggest), the average self-assessed grade by surveyed people was 4.07*
- *Use of received assistance:*
 - *10% of people used received support for food, hygiene and clothes.*
 - *59% used it for increased utility costs or heating,*
 - *70% used the support for small fixes around the house.*
- *90% of surveyed people declared they preferred cash as a modality of support, out of which 79% said they preferred the post office as a provider of services*
- *74% said that they didn't know in which target groups they were*
- *There were no complaints about fraud and corruption, and zero respondents said they had to provide some kind of goods, services or money in order to receive the support.*

Challenges

- Heavily damaged infrastructure on the ground

- High risk of contagion with Sars-Cov-2 virus with the highest numbers of affected people since the beginning of pandemic in BiH.

Lessons Learned

N/A



Health

People reached: 1,020

Male: 500

Female: 520

Outcome 1: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment

Output 1.1: Improved access to health care and emergency health care for the targeted population and communities

Indicators:	Target	Actual
# of people assisted with distribution of medicines	20	20
# of people assisted with COVID-19 prevention packs	1,000	1,000

Outcome 2: Transmission of diseases of epidemic potential is reduced

Output 2.1: Improved knowledge about public health issues among target population

Indicators:	Target	Actual
# of COVID-19 prevention sets distributed	250 HHs	250

Narrative description of achievements

The following quantities of COVID-19 prevention sets were procured and distributed through the Entity Red Cross Organizations to 250 HHs, totaling to 1,000 people assisted:

Name	Quantity
Protective masks 10/1	250
Hand sanitaizer 100 ml	500
Leaflet - vaccination	250
Leaflet Protection from COVID-19	500 (250 latin, 250 cyrilic)

During the rapid response, RCSBH engaged in health support for older people in the remote village in Konjic municipality that was cut-off from main roads due to the flooding. Around 20 people, who didn't receive their medications until RCSBH staff and volunteers were able to access them using forest roads, were supported. The amount of 500,00 was transferred to the Entity RC Organization of the FBiH for replenishment of medicine stock of RCSBiH.

The affected population was in higher risk of COVID-19 infection since the temperatures were getting lower and the number of new cases were rising. In order for them to be able to follow health authorities' guidelines on COVID-19 prevention, it was essential to provide personal protective equipment (PPE) in the form of hand sanitizers, masks, as well as COVID-19 info leaflets. The RCSBiH volunteers and staff at local level during relief distributions provided to affected households' hygiene and health promotion instruction, and distributed produced leaflets.

Challenges

There was a high risk of contagion with Sars-Cov-2 virus with the highest numbers of affected people since the beginning of pandemic in BiH.

In combination with flood response activities, there was a higher possibility for contacts between flood affected people, hosting families, and the RCSBiH volunteers and staff. Mitigation measures were defined by the State (social distancing, wearing masks, washing hands, constraints related to number of people that should be in closed and open space).

Lessons Learned

The RCSBiH needed to disseminate information on risks related to COVID-19 infection and implemented prevention and protection measures by flood affected people and the volunteers and staff supporting the response operation.



Water, sanitation and hygiene

People reached: 70

Male: 46

Female: 24

Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Output 1.1: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
# of hygiene kits procured for replenishment	70	70

Narrative description of achievements

The amount of 1,700.00 BAM was transferred to the Entity RC Organization of the FBiH for procurement of 70 households' hygiene kits and sanitary pads. These were the replenishment of stock that was distributed during the rapid response phase of operation.

Challenges

- No access to clean water for many *households*
- Bad weather conditions did not allow to dry humidity at flood-affected households for a long time that made them be more prone to waterborne diseases and water related diseases.

Lessons Learned

N/A

Strengthen National Society

Outcome S 1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform

Output S1.1.2: National Societies have effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of volunteers involved in the operation	TBC	112
# of volunteers insured	TBC	112

Narrative description of achievements

112 volunteers and 39 staff from RCSBH structure have been involved in the emergency operation, out of which 50 volunteers remained engaged in the operation after the initial assessment /response phase. Volunteers were insured throughout the operation.

Challenges

The main challenge in the reporting period was related to COVID-19 situation and the measures in place, with the highest numbers of affected people since the beginning of pandemic in BiH.

Lessons Learned

The issues related to DREF project implementation were discussed during the Emergency Appeal Population Movement in BiH Lessons Learned workshop organized on 25 March 2022.

D. Financial Report

The total budget for the DREF operation was CHF 112,812. After finalizing the operation, there remains a balance of **CHF 16,866** which is returned to the DREF account. [Please refer to the Final Financial Report for details.](#)

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

Contact information

Reference documents



Click here for:

- [Emergency Plan of Action \(EPoA\)](#)

For further information, specifically related to this operation please contact:

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For IFRC Resource Mobilization and Pledges support:

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For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- **David Kohlmann**, Head of PMER and QA a.i., david.kohlmann@ifrc.org

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/11-2022/6	Operation	MDRBA013
Budget Timeframe	2021/11-2022/6	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 03/Aug/2022

All figures are in Swiss Francs (CHF)

MDRBA013 - Bosnia and Herzegovina - Floods

Operating Timeframe: 20 Nov 2021 to 31 Mar 2022

I. Summary

Opening Balance	0
Funds & Other Income	112,812
DREF Allocations	112,812
Expenditure	-95,946
Closing Balance	16,866

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	32,964	31,942	1,022
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	43,283	43,041	243
PO04 - Health	3,084	1,131	1,953
PO05 - Water, Sanitation & Hygiene	1,003	1,202	-199
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	80,335	77,316	3,019
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	11,580		11,580
EA03 - National Society Strengthening	20,896	18,630	2,267
Enabling Approaches Total	32,477	18,630	13,847
Grand Total	112,812	95,946	16,866

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/11-2022/6	Operation	MDRBA013
Budget Timeframe	2021/11-2022/6	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 03/Aug/2022

All figures are in Swiss Francs (CHF)

MDRBA013 - Bosnia and Herzegovina - Floods

Operating Timeframe: 20 Nov 2021 to 31 Mar 2022

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	72,202	70,681	1,521
Shelter - Relief	10,228	15,063	-4,835
Clothing & Textiles	5,598		5,598
Food	4,199	5,119	-920
Water, Sanitation & Hygiene	11,708	10,166	1,542
Medical & First Aid	0	187	-187
Teaching Materials	97		97
Cash Disbursement	40,373	40,146	227
Logistics, Transport & Storage	7,752	1,483	6,268
Distribution & Monitoring	2,692	1,456	1,235
Transport & Vehicles Costs	0	27	-27
Logistics Services	5,060		5,060
Personnel	17,737	13,346	4,391
National Society Staff	9,259	9,259	0
Volunteers	8,478	4,087	4,391
Consultants & Professional Fees	0	3,977	-3,977
Consultants	0	3,977	-3,977
Workshops & Training	538		538
Workshops & Training	538		538
General Expenditure	7,698	603	7,095
Travel	4,468	60	4,408
Information & Public Relations	0	192	-192
Communications	269	268	2
Financial Charges	2,692	83	2,609
Other General Expenses	269		269
Indirect Costs	6,885	5,856	1,029
Programme & Services Support Recover	6,885	5,856	1,029
Grand Total	112,812	95,946	16,866